

TITLE: Box Office Technician

CLASSIFICATION: Classified

SALARY GRADE: C06

SCOPE OF POSITION:

Under general supervision, performs customer service, box office sales, accounting, and administrative duties involved in the operations of the Theatre Arts Department's performance program.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Works cooperatively with the Theatre Arts Department faculty and staff. Makes recommendations regarding pricing structure, patron services, and special services.
2. Prepares and updates mailings and collaborates with area staff to maintain patron databases.
3. Processes orders for season subscriptions, non-subscriptions, and group reservation tickets.
4. Responds to box office inquiries. Ensures outgoing messages on box office phone lines are up-to-date.
5. Maintains seating charts for multiple performance venues.
6. Prints and distributes vouchers to SRJC community, and high school groups.
7. Reports ticket sales to staff.
8. Prepares for-sale tickets, will-call tickets, and banks to be distributed at multiple off-site performance venues and reconciles actual ticket sales.
9. Reconciles daily and monthly cash, check, complimentary admission, and credit card reports for Accounting.
10. Oversees, schedules, trains, and sets professional standards for house managers, ushers, concessions, and student employees.
11. Maintains box office environment by recording, filing, and ordering administrative supplies.
12. Informs staff about equipment and facility maintenance issues.

KNOWLEDGE OF:

1. Customer service techniques and practices.
2. Methods, practices, and terminology used in bookkeeping, accounting, and financial record keeping.
3. Mathematical calculations and concepts.
4. Relevant local, state, and federal rules and regulations, programs, policies and procedures.
5. Applicable technology, including standard office productivity software and other appropriate technology.

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ABILITY TO:

1. Organize and maintain financial files and records.
2. Prepare financial reports and statements.
3. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
4. Communicate effectively, both orally and in writing.
5. Exercise appropriate judgement in interactions with others and with work processes.
6. Interact with the public in a helpful, courteous and professional manner.
7. Demonstrate sensitivity to, and respect for, a diverse population.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

High school diploma or GED required. Some college-level accounting/bookkeeping courses required.

EXPERIENCE:

1+ year of related experience performing customer service, administrative, accounting, and/or box office duties.

OTHER REQUIREMENTS:

Must be able to perform physical activities such as, but not limited to, lifting equipment (up to 50 lbs. unassisted), bending, standing, climbing, crawling or walking.

SANTA ROSA JUNIOR COLLEGE COMMITMENT:

All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).